

## Frequently Asked Questions

1. Q: When it rains, what is the phone number for the Field Conditions Hotline? How do you determine if a field is non-operable?

A: The hotline number is (408) 794-6532. Fields are considered non-operable when you step on the field and an impression of your shoe print is left on the turf or if the sod is removed easily with a cleat. This is considered a wet field and therefore it is too wet to play on.

2. Q: How often is the hotline updated?

A: The hotline is updated by 2:00pm daily and 8:00am on the weekends.

3. When the park has no restroom, who is responsible for providing the restroom?

A: The user must contact the Field Reservations Unit first to obtain permission to place a port-a-potty at the facility. The user who is requesting the field is responsible to order and pay for the port-a-potty.

4. Q: When should users carry their permits?

A: All users must carry permits at all times when on the fields and/or facilities.

5. Q: What number do users call for park concerns?

A: The number for non-emergency maintenance issues is (408) 793-5510 or you can e-mail [park.concerns@sanjoseca.gov](mailto:park.concerns@sanjoseca.gov) to report any park related issues.

6. Q: Who is responsible for picking up garbage on the field and/or facility?

A: The user(s) with the permit are responsible to pick up any garbage on the field and/or facility.

7. Q: Can user(s) bring portable lights or BBQ pits on the field? Is alcohol permitted at any field?

A: No, if any evidence is found of misuse or damage to the field and/or facility user(s) will be charged for damage and permit revoked. Absolutely no alcohol is permitted at any facility.

8. Q: Where can the user(s) park?

A: The user(s) may park along the street or parking lot if available. You must follow all parking codes. Please be considerate of others and the residents who live in the area. Users are strictly prohibited from driving on the park premises.

9. Q: Can users leave their equipment at the field?

A: Equipment should not be left on the field unless permission is granted from the Field Reservation Unit.

10.Q: Are there field monitors on any of the fields?

A: Yes, there may be a field monitor on some fields; to turn on/off lights, open the restroom facility for parks that have restrooms, check field conditions and check for permits.

11.Q: How often can I get a permit?

A: A user may obtain a permit twice a year; once in the Fall/Winter season and once in the Spring/Summer season. If additional dates and /or fields are needed then requests may be submitted in writing within the time frame of the season.

12.Q: What is the priority for users?

A: The priority of users is as follows:

- a. Programs with contracts for users at specific parks.
- b. Programs conducted by the City of San José
- c. Programs conducted by or for youth, senior citizens, and persons with disabilities
- d. Programs conducted for adults.

13.Q: What actions will violate my permit(s)?

A: The actions that will violate a user's permit are: misuse of field/facility, not obeying City rules and regulations and interference with City employee(s) from doing their job.

14.Q: Can a permit application be denied?

A: A permit may be denied:

- a. If the park(s) requested are not available due to renovations, closure or currently reserved (permitted to another user).
- b. If the user has an unpaid balance from previous season.
- c. Has demonstrated misuse of fields in the past.

15.Q: How can I cancel my permit?

A: All cancellations must be submitted in writing by the original permitted user. The Field Reservations Unit will not accept cancellations over the phone. Please keep in mind there are cancellation fees.